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Office of Personnel Management

Social Services Aid and Assistant Series

GS-0186

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Social Services Aid and Assistant Series

GS-0186

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SERIES DEFINITION

This series covers nonprofessional positions in support of counseling, guidance, and related social services work in social, employment assistance, or similar programs. The persons served by the programs may be individuals or families in the community or individuals in an institution, dormitory, or other Government facility. Duties may range from work that involves group leadership and giving practical guidance on day-to-day activities to residents in a Government facility to work that involves giving unemployed adults information and assistance on community job training or employment opportunities. The work requires skill to communicate effectively and to work constructively with members of the particular group involved. The work also requires a practical knowledge of program requirements and procedures, and a practical understanding of some of the more routine methods and techniques of counseling.

This replaces the series definition and occupational information for the Social Services Aid and Assistant Series, GS-0186, published in December 1968.

COVERAGE

This one-grade interval series covers support positions in those programs where the emphasis is primarily on social or economic assistance, or nonprofessional counseling services. This series is intended to cover such positions when they are not readily identifiable with other established series.

Two broad kinds of work situations are typical of this series:

- (1) that which involves dealing with a group of residents in a Government facility or school dormitory; and
- (2) that which involves dealing with individuals or families in the community, requiring ability to establish and maintain community contacts and to perform related office support duties.

Positions in this series have in common the primary requirement of skill to communicate and deal effectively with individual members of the particular population group served.

This series includes four types of positions:

Type 1 -- Positions which involve group leadership work, typically as proctors for a group of residents in an institution, school dormitory, or other Government facility, with such duties as:

- supervising the day-to-day activities of the group in maintaining order, discipline, and safety in their quarters;
- instructing and supervising the group members in such daily activities as work details to keep their quarters in order, physical training, recreation;

- giving practical advice and counsel to individuals on everyday problems of adjustment to the group;
- issuing clothing and supplies; maintaining progress charts and records of supplies.

Type 2 -- Positions which involve work that is in direct support of professional counselors or other specialists who counsel the unemployed or underemployed. The work involves such duties as:

- making contacts in the community to obtain cooperation with the program;
- contacting those individuals in the community the program is intended to serve, and advising them regarding the services and requirements for participation;
- following through to assure that the program participants meet their commitments, and to obtain periodic progress information for use of the supervisor during job training or early employment periods;
- scoring standardized tests, maintaining the necessary records, files, and occupational and referral information, and similar office work.

Type 3 -- Positions which involve work in direct support of the professional and related social work staff, either in and/or out of the social service office. The outside work primarily involves contacts with clients, their families, and representatives of community organizations. They perform such duties as:

- collecting specific case information from individuals and families served and from other neighborhood sources for the use of the supervisor;
- providing information to persons served about the program's services, requirements, and procedures;
- providing referral information on community resources;
- providing escort assistance for the handicapped, as needed;
- maintaining case files, referral directories, and information on community resources and similar office work pertaining to social work program.

Type 4 -- Positions which involve assignments that regularly combine two or more types of work described above; or that fall within the series but are not covered by the specific types of positions identified above.

EXCLUSIONS

1. Positions requiring professional counselor competence. See the appropriate professional series.
2. Positions involving kinds and levels of social work functions identifiable with the [Social Work Series, GS-0185](#), or the [Social Services Series, GS-0187](#).
3. Positions involving nursing assistant or medical aid work that includes counseling support duties. See appropriate series in the [Medical, Hospital, Dental and Public Health Group, GS-0600](#).
4. Positions with a primary qualification requirement of knowledge of correctional techniques. See the [Correctional Officer Series, GS-0007](#).
5. Positions which are primarily clerical in nature and therefore classifiable in an appropriate clerical series.

TITLES

For positions in grades GS-1 through GS-4 the appropriate title is *Social Services Aid*.

For positions in grades GS-5 and above the appropriate title is *Social Services Assistant*.

Positions that meet or exceed the criteria of the [General Schedule Supervisory Guide](#), for evaluation as supervisors should have the basic title prefixed by the word *Supervisory*. Positions which meet the criteria of the [Work Leader Grade Evaluation Guide](#) for evaluation as leaders should have the basic title prefixed by the word *Lead*.

GRADING POSITIONS

Positions in this one-grade interval series should be classified by reference to the FES position classification standard for the [Equal Opportunity Assistance Series, GS-0361](#), which is also a one-grade interval series. The standard for the Equal Opportunity Assistance Series should be used with some caution because it rather specifically addresses equal opportunity job situations. Therefore, for further guidance users are well advised to also consult the position classification standard for the [Social Services Series, GS-0187](#), as a secondary source.

Supervisory positions are evaluated by reference to the [General Schedule Supervisory Guide](#). Positions which involve performance of social services aid or assistance work, and in addition (as a regular and recurring part of the work assignment), lead three or more employees in the performance of this work, are evaluated by reference to the [Work Leader Grade Evaluation Guide](#).